I/3 Update
Frequently Asked Questions

September 18, 2006

1. **What is the background of I/3?**
   See separate handout

2. **What is the total current contract value with CGI-AMS?**
   The CGI-AMS contract total is $11,058,387.

3. **What is the balance in the construction fund?**
   The unspent balance of the fund is $2.8 million. The balance is obligated to remaining vendor work on VSS and system assurance reports, finance upgrade, and redevelopment of the finance data warehouse to reflect a true data warehouse structure.

4. **What is the current interim I/3 Customer Council rate?**
   Based on an agreement with the federal government, the rate methodology for FY07 changed. In FY06, costs were allocated based on FTE's. In FY07, costs are allocated based on 3 components: FTE's, revenues and expenditures. The amount to be collected by this method for FY07 is $2,316,091.

5. **Are there any remaining projects left to be implemented from the initial implementation?**
   Yes. CGI-AMS is still responsible for vendor self-service implementation analysis, portal functionality, and system assurance jobs. The implementation of HR/Payroll portion of the project has been deferred by mutual agreement between CGI-AMS and the State of Iowa. The state must make a decision by June of 2008 on whether to implement the HR/Payroll portion of the system or chose another path.

6. **Why was the HR/Payroll portion deferred?**
   The deferral of HR/Payroll allows the State to achieve more stability and develop additional functionality in implemented products. It also allows CGI-AMS time to incorporate additional functionality into the baseline software which should drive fewer "custom" items that have to be developed and maintained by State staff. Resuming the HR implementation when these product improvements are complete will provide a better overall fit for the State of Iowa and potentially reduce project risk, cost, and timelines.

7. **What has been completed on the HR/Payroll implementation project?**
   Much preliminary work has been accomplished in determining how ADVANTAGE HR would be used at the State of Iowa. Problem areas have been identified and potential resolutions have been

documented. The State of Iowa has identified some areas where we could change processes in order to have a smoother transition to a new system. In addition it was decided that we could proceed with the implementation of the applicant tracking module (Brass Ring). This implementation was completed in June, 2006.

8. **What is the current state of I/3 Financial?**
   I/3 Financial was upgraded to a more current release over Labor Day weekend, 2005. Since then, the main focus has been on providing a reliable and stable system for users.

9. **What accomplishments have been made toward providing a more reliable and stable system for users?**
   - An on-line performance reporting tool is being implemented for users. This tool allows users to immediately and easily report any on-line performance problem, which assists in the more timely resolution of the problem. Information related to the problem is also stored in a database for analytical and historical purposes.
   - Several improvements have been made to the nightly cycle process to make it more efficient. These efficiencies have resulted in the on-line system and the data warehouse being available to users on time on a more consistent basis. Additionally, when problems do occur during the nightly cycle, most times there is enough time to fix the problem, recover, and still have the system available to the users on time.
   - The process of data storage and retrieval has been changed to allow for a more efficient storage and retrieval of data. This has resulted in improved nightly cycle performance as well as on-line performance for users during the day.
   - Monitoring tools are being implemented that will allow for many on-line performance problems to be detected and resolved sooner. This will improve on-line performance for the users.
   - The development and documentation of system processes continues to occur. This has allowed I/3 staff to more successfully react to and resolve issues that occur. Additionally, I/3 staff continue to gain a better understanding of the software which allows us to continue to improve the current system and also develop additional functionality.

10. **What major projects have recently been successfully completed?**
    - The vendor entry process was redesigned to make it less confusing and more efficient for users. This improvement eliminated approximately 140 key strokes and mouse clicks for each new vendor entered into I/3.
    - New documents were created for claims processed through the State Appeal Board process. The process related to these documents improved the approval and reporting process for these claims.

11. **What is the role of the subject matter experts (SMEs)?**
    The SMEs are functional staff whose responsibilities include:
    - Act as the functional Help Desk for the users. This includes answering user questions and resolving problems for users on a daily basis.
    - Understand, develop and implement additional and new functionality that is available in I/3.
    - Assist in prioritizing and resolving non-critical issues to improve the functionality and usability of I/3.
    - Play a leading role in evaluating current business practices and implementing process improvement initiatives to improve efficiency for the users and I/3 support staff.
    - Develop and provide training for new users as well as advanced training for veteran users.

12. What major projects are the SMEs currently working on?
   In addition to assisting users on a daily basis, the SMEs are currently working on the following projects:
   - Developing an on-going training program for new and existing users.
   - Developing a new interface process which will simplify nightly cycle processes and upgrades, as well as provide integration between department program applications and I/3.
   - Developing processes to determine out-of-sync conditions related to data. Additionally, working with I/3 technical staff to run system assurance reports on a regular basis so that out-of-sync conditions can be identified and resolved in a more timely basis.
   - Assisting in resolving issues that have been identified as top priority issues.
   - Implementing additional functionality included in the base products that the State is not currently using.

13. What is Vendor Self-Service (VSS)?
   VSS is functionality that should provide vendors with better access to and greater flexibility in receiving notification of and submitting bids for State contract opportunities. The major functionality of VSS includes the ability to provide on-line vendor registration, send automatic notification of bid opportunities, the on-line submission of bid responses from vendors, and the conversion of a manual process of tabulating vendor responses to an electronic process.

14. What is the status of the implementation of Vendor Self-Service (VSS)?
   We are currently working on an implementation analysis for VSS. The goal of this analysis is to determine how the functionality of VSS matches the State's current procurement processes. Based on the results of this analysis, decisions still need to be made on how to implement this functionality for the State of Iowa.

15. What's the status of I/3 Budget?
   I/3 Budget was upgraded in February, 2006.

16. What's next for I/3?
   We continue to work on processes and resolving incidents that will improve the reliability, stability, and functionality, reduce costs long term and reduce the costs and time requirements of upgrades for I/3. These changes will allow us to implement long-term process improvements for I/3. In addition, we are currently in the early stages of planning an upgrade to I/3 Financial and building a true data warehouse, and are working toward a fall, 2007 implementation date.

17. What does it mean to implement regular upgrades to I/3?
   As technology and software improves, upgrades provide more efficiencies and functionality to I/3 applications. Upgrades also allow the State to stay current on infrastructure and the related vendor support. These benefits should mean more utilization of the I/3 software while functioning as efficiently and effectively as possible.